How To Assign a Card and Issue eWIC Benefits

Quick Steps

Step One – Move the Participant/Household to your eWIC Clinic

Step Two – Set Up EBT Household Demographics

Step Three – Set the PIN for the eWIC Card

- Insert the eWIC card into the Card Reader/Writer.
- Leave the Reader/Writer on the "Request Update" "Send Card" message until the next steps have been completed.
  Note: You will "Request Update" as the last step, after benefits are issued. If this does not follow your clinic flow you can "Request Update" now, then remove the card when prompted.

Step Four – Update the Food Prescriptions

Step Five – Issue Benefits

Step Six – Update the eWIC Card

- Insert the eWIC card into the Card Reader/Writer
  Note: This can be skipped if the card is already inserted. Insert the card into the Card Reader/Writer on the "Please Insert Card!" message. If you do not see this message press the "CLR" button.
- Notice the "Card Updated" message.
  Note: The message will briefly appear, before going to the "Request Update" "Send Card" message. This message does not mean the card has been loaded with benefits.
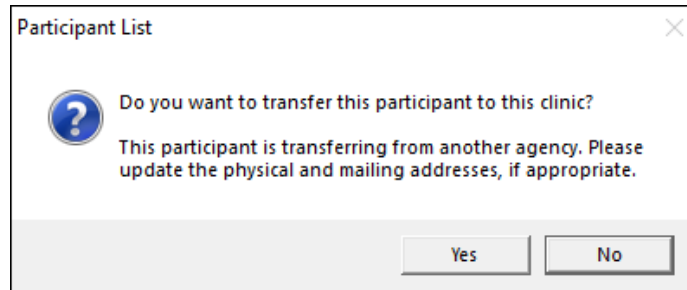- Press 1 on the Card Reader/Writer to **Request Update**.
  Note: Once the card is updated, you will be prompted to remove the card.

Please see below for further guidance on each step or call the
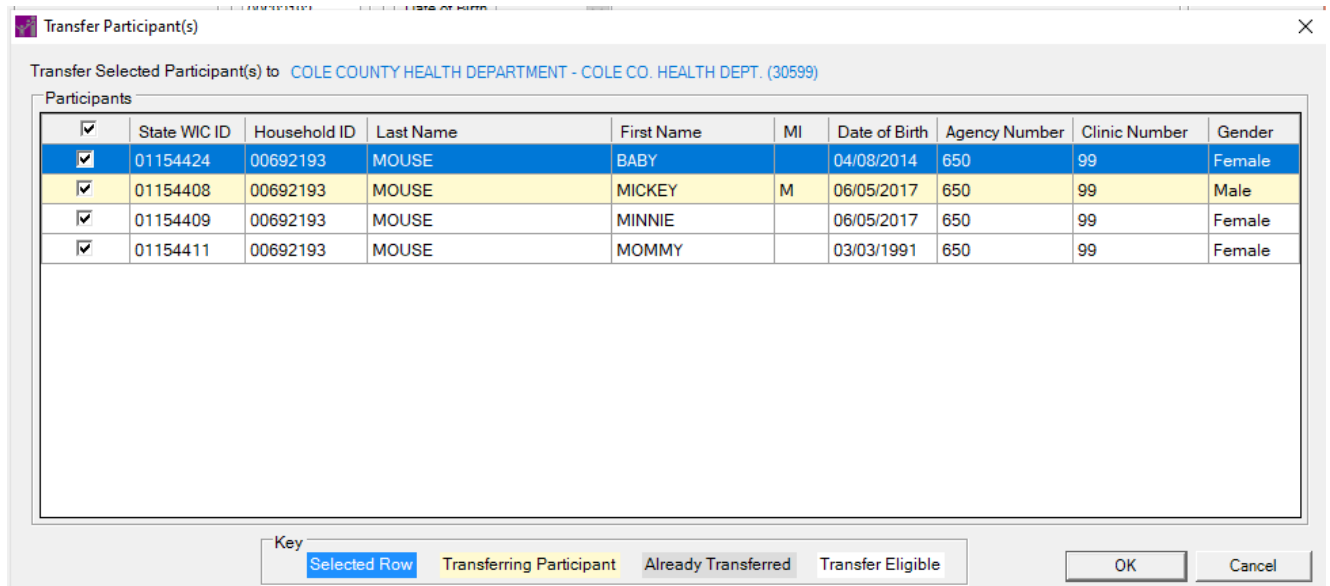MOWINS Help Desk at 1-800-554-2544.

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How To Assign a Card and Issue eWIC Benefits

Step One ➡ Move the Participant/Household to your eWIC Clinic:
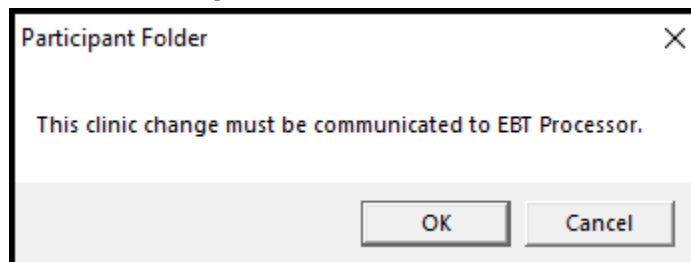
- Look up the Participant or Household.
- Open the Participant's Folder.
    - Select **Yes** to transfer the participant into the eWIC clinic.

Participant List

❓ Do you want to transfer this participant to this clinic?

This participant is transferring from another agency. Please update the physical and mailing addresses, if appropriate.

[Yes] [No]

- Select the Participant(s) to be transferred, then select **OK**.
    - o Archived participants who were/are in clinic 88 will be moved back at the end of the day.
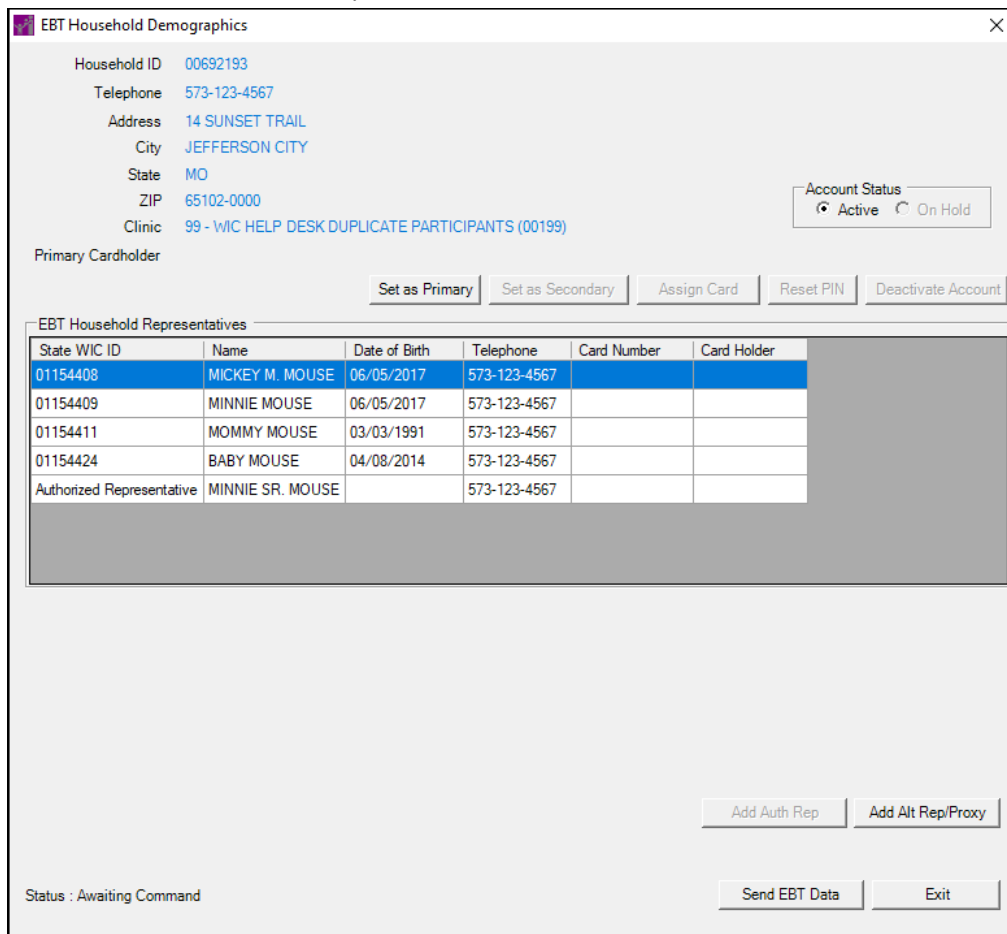
Transfer Participant(s)

Transfer Selected Participant(s) to COLE COUNTY HEALTH DEPARTMENT - COLE CO. HEALTH DEPT. (30599)

Participants

☑	State WIC ID	Household ID	Last Name	First Name	MI	Date of Birth	Agency Number	Clinic Number	Gender
☑	01154424	00692193	MOUSE	BABY		04/08/2014	650	99	Female
☑	01154408	00692193	MOUSE	MICKEY	M	06/05/2017	650	99	Male
☑	01154409	00692193	MOUSE	MINNIE		06/05/2017	650	99	Female
☑	01154411	00692193	MOUSE	MOMMY		03/03/1991	650	99	Female

Key: Selected Row | Transferring Participant | Already Transferred | Transfer Eligible

[OK] [Cancel]

- Select **OK** to communicate the changes with the EBT Processor.

Participant Folder

This clinic change must be communicated to EBT Processor.

[OK] [Cancel]

Missouri DHSS
Department of Health and Senior Services

Missouri WIC
Eat Healthy. Stay Well.

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- Select **Send EBT Data** to complete the transfer of the Household to eWIC.

- Select **OK** on the EBT Household Demographics dialog box.

- Select **Close** on the CPA Review dialog box.
- Participant Folder is now open.

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Step Two ➡ Set Up EBT Household Demographics:

- Select **Benefit Management** menu.
- Select **EBT Household Demographics.**
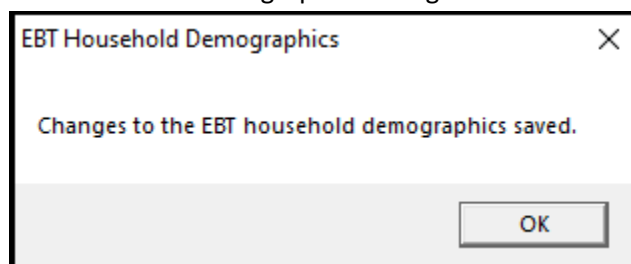
- Select the Authorized Representative or Alternate Representative/Proxy to be the primary Card Holder.

  Note: Do not select a row with a State WIC ID number. Also, disregard "99-HelpDesk" in the Clinic field.

- Insert the Card Holder's Date of Birth into the Date of Birth field.
- Select **Update**.
- Select **Set as Primary.**

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- Select **Assign Card**.

  Note: The eWIC cards are assigned at the Household level.

- Click in the PAN# field in the Assign Card dialog box.
- Type the PAN# into the field.

  OR

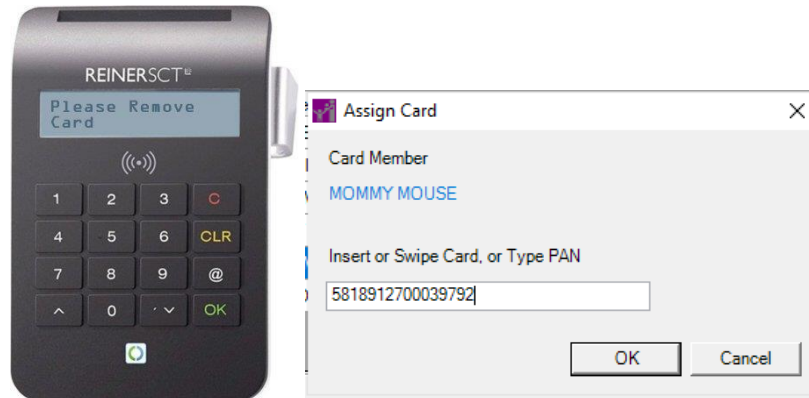- Insert the eWIC card into the Card Reader/Writer.

  Note: Insert the card into the Card Reader/Writer on the "Please Insert Card!" message. If you do not see this message press the "CLR" button.

  o Press 2, "-Send Card" on the Card Reader/Writer to send the PAN# to the field in MOWINS.

  o **If you choose to insert the card, it does not mean the account has been established. It only populates the number into the field.**

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- o Remove the card. The PAN# will now appear in the field in MOWINS.
  - ▪ Do not remove the card until the "Please Remove Card" message displays.

- Select **OK**.
  - o The card number will now appear in the Card Number field.

- Select **Send EBT Data**.
- Select **OK** on the EBT Household Demographics dialog box.

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- Select **Capture Electronic Signature**.
  - o The Card Holder will sign ensuring that they have received the eWIC card.

- Select the **Save Signature** button.

Step Three ➡ Set the PIN for the eWIC Card:

- Insert the eWIC card into the Card Reader/Writer.
  Note: Insert the card into the Card Reader/Writer when the "Please Insert Card!" message displays. If you do not see this message press the "CLR" button.
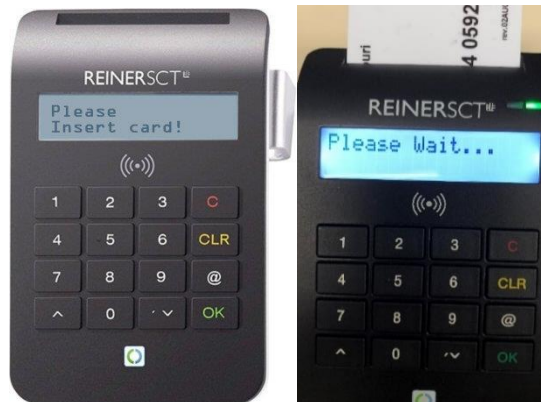
- Ask the Card Holder to set the eWIC card PIN.
  Note: The Card Holder will insert the PIN twice.

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- Notice the "Card Updated." message.

  Note: This message does not mean the card has been loaded with benefits. The message will briefly appear, before going to the "Request Update" "Send Card" message.

- Leave the Reader/Writer on the "Request Update" "Send Card" message until the next steps have been completed.

  Note: You will "Request Update" as the last step, after benefits are issued. If this does not follow your clinic flow, you can "Request Update" now, then remove the card when prompted.

Step Four ➡ Update the Food Prescriptions:

- Update the food prescription to include eWIC food item descriptions.
    a. eWIC food item descriptions contain all capital letters.
    b. Check-only food item descriptions include lower case letters and must be updated.
        i. Updated eWIC food items are capitalized and have "eWIC ONLY" in their name.
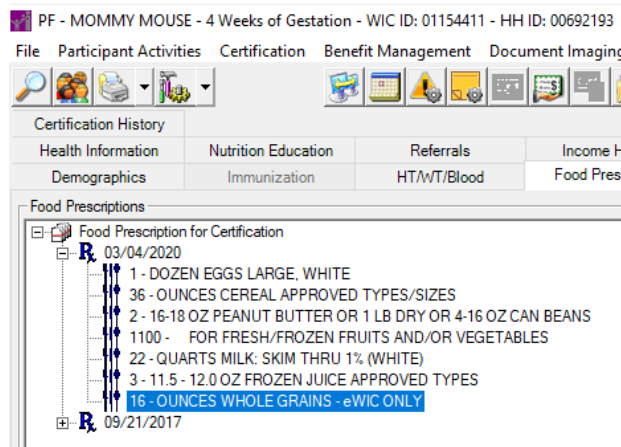
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Step Five ➡ Issue Benefits:

Note: Functions and rules for issuing eWIC benefits are the same as prior to eWIC.

- Select **Issue Benefits to Selected Members**.
- Select **Send EBT Data** on the Aggregated Issuance for EBT Account screen.

  Note: This screen shows quantities of all food items being issued to selected members. The card will not be loaded with the benefits until it is inserted into the Card Reader/Writer.

Aggregated Issuance for EBT Account

Electronic Benefits

March: 03/04/2020 thru 03/31/2020

	MICKEY MOUSE	MINNIE MOUSE	MOMMY MOUSE	HOUSEHOLD TOTAL
52-000 - Gallon(s) Milk - Skim Thru 1% (White)	0.00	0.00	5.50	5.50
03-000 - Dozen Eggs - Large White	0.00	0.00	1.00	1.00
05-000 - Ounces Cereal - Approved Types/Sizes	0.00	0.00	36.00	36.00
06-000 - 16-18oz PeanutButter OR 1Lb Dry OR 4-16oz Can Bean	0.00	0.00	2.00	2.00
19-000 - Dollars Fresh/Frozen Fruits and/or Vegetables	0.00	0.00	11.00	11.00
53-000 - 11.5-12 oz Frozen Juice - Approved Brands & Types	0.00	0.00	3.00	3.00
16-000 - Ounces Bread Tortillas Brown Rice OR Wheat Pasta	0.00	0.00	16.00	16.00

April: 04/01/2020 thru 04/30/2020

	MICKEY MOUSE	MINNIE MOUSE	MOMMY MOUSE	HOUSEHOLD TOTAL
52-000 - Gallon(s) Milk - Skim Thru 1% (White)	4.00	4.00	0.00	8.00
03-000 - Dozen Eggs - Large White	1.00	1.00	0.00	2.00
05-000 - Ounces Cereal - Approved Types/Sizes	36.00	36.00	0.00	72.00
06-000 - 16-18oz PeanutButter OR 1Lb Dry OR 4-16oz Can Bean	1.00	1.00	0.00	2.00
54-000 - 64 oz Container Juice- Approved Brands & Types RTU	2.00	2.00	0.00	4.00
19-000 - Dollars Fresh/Frozen Fruits and/or Vegetables	9.00	9.00	0.00	18.00
16-000 - Ounces Bread Tortillas Brown Rice OR Wheat Pasta	32.00	32.00	0.00	64.00

Status   Awaiting Command

Service Site Redemption
MICKEY MOUSE
Quantity: 0   Redeem

Print Shopping List   Send EBT Data   Close

- Select **Print Shopping List**.

  *Note: LAs may make changes to this Word document. If you forget to print the Shopping List, go to the **Benefit History** tab, select the month, and then select the **Reprint Shopping List** button.*

- Select the desired Report Destination.

Print Shopping List

Report Destination
- ⦿ Display on Screen   ○ Send to Printer   ○ Save File

OK   Cancel

- Select **OK**.
- Select **Close**.

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Step Six ➡ Update the eWIC Card:

Note: The *eWIC card will not have benefits loaded until the card is inserted and the PIN has been set. It is critical that the card is inserted as the last step before the participant leaves the clinic.*

- Insert the eWIC card into the Card Reader/Writer.

  Note: This can be skipped if the card is already inserted. Insert the card into the Card Reader/Writer on the "Please Insert Card!" message. If you do not see this message, press the "CLR" button.

- Ask the Card Holder to enter the eWIC card PIN into the Card Reader/Writer.

  Note: This can be skipped if the card is already inserted.

- Notice the "Card Updated." message.

  Note: The message will briefly appear, before going to the "Request Update" "Send Card" message. This message does not mean the card has been loaded with benefits.

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- Press 1 on the Card Reader/Writer to **Request Update**.
  Note: Once the card is updated, you will be prompted to remove the card.

- Remove the card.
  - Do not remove the card until the "Please Remove Card" message displays or the green light stops blinking.

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